

**2011 WorldSkills Australia VETiS Regional
Business Administration Competition
BUS11/4 Judges Instructions**

Competitors are working for *WorldSkills Australia* as a junior administration support staff. Your supervisor has left the attached memo with tasks to be completed within the hour. Competitors are able to speak to you for clarification. They are to place a back label on tasks to indicate their competitor number. **Note:** *The supervisor will need to supply a fax number to participants as they individually request it.*

MEMO

TO: Junior Administration Support Staff member
FROM: Supervisor
DATE: 15 March 2011
SUBJECT: **PREPARATION FOR TRADING WEEK**

Task 1 Participate in OHS processes

Organise your workstation to meet ergonomic issues & your individual needs taking into account Occupational Health & Safety practices to ensure workplace safety. Hand your completed Safe Work Method Statement to your supervisor before you commence.

Task 2 Use business technology

Create a folder called *WorldSkills Competitor Number* and save to the hard drive. Retrieve from the USB removable disk, the files **Letter.docx** and **Catalogue.docx** and save in this folder. Edit and print the letter, print the catalogue and make three photocopies of each.

Task 3 Handle mail

To three Practice Firms mail a catalogue, with an accompanying letter. Select the Practice Firms, from three different States or Territories. Find the names and addresses from the Australian Network Practice Firm mailing list supplied and hand write the envelopes. Place a rubber band around envelopes and place in Outwards Mail tray.

Task 4 Communicate in the workplace

A fax is required to be sent to the Administration Manager at Head Office. Retrieve the files **Fax.docx** and **Flyer.docx** from the USB removable disk, print a copy, hand write details according to the headings. The message is *"Following is the flyer as discussed in our telephone conversation."* Personally ask your supervisor for the fax number. Fax both these documents to the number supplied by the supervisor. Place the original in the fax sent tray.

Task 5 Organise and complete daily work activities

The tasks are in no set order – you need to decide in what order you will do them and prioritise your work in order to complete the work activities within the hour. However in order to access resources efficiently it is suggested that all even number competitors photocopy first while all uneven competitor numbers fax first.

MARKING SUMMARY

Unit of Competency		Task	Max Mark
BSBOHS201A	Participate in OHS processes	1	11
BSBWOR204A	Use business technology	2	26
BSBINM202A	Handle mail	3	30
BSBCMN201A	Communicate in the workplace	4	30
BSBWOR202A	Organise and complete daily work activities	5	3
TOTAL			100

Safe Work Method Statement

Competitors will be required to complete a Safe Work Method Statement as part of their training in preparation for the competitions.

The Safe Work Method Statement is to be handed to the Supervisor before they commence the memo.

No competitor will be allowed to compete in the Competition unless a Safe Work Method Statement has been completed and submitted.

Where a competitor is observed working in an unsafe manner, they should be stopped and told the correct practice and then allowed to continue. Marks should be deducted accordingly.